

NURSE CONSULTANT  
CASE MANAGER  
GS-0610-11

**A. INTRODUCTION**

This position is that of Community Case Manager located in the Utilization Department, Health Care Management and Plans Directorate, Naval Medical Center San Diego (NMSCD). The community case manager is responsible for coordinating a multi-disciplinary, collaborative approach in managing the health care needs of selected medically high risk/ and or socially fragile patients in the hospital, home and ambulatory care setting. Interfacing with the multi-disciplinary health care team, the Community Case Manager coordinates preventive, therapeutic, rehabilitative and psychosocial interventions to ensure continuity of patient care and enhance optimal wellness. Case management requires participation in the evaluation of patient outcomes assuring that the most cost effective use of resources are provided within the acceptable timeframe while focusing on patient/family and provider satisfaction and quality of care. Applicant must possess current licensure as a Registered Nurse and a minimum of three to five years of generalized experience in medical surgical (adult or pediatrics and /or ambulatory nursing).

**B. MAJOR DUTIES AND RESPONSIBILITIES**

a. The incumbent is responsible for facilitating client wellness and autonomy through advocacy, identification and coordination of service /resource delivery, communication, and education. Identifies appropriate methods for care provision to meet identified needs while ensuring that available resources are being used in a timely and cost effective manner in order to obtain optimum value for beneficiary and payor.

b. Develops, institutes, maintains and executes NMCS D UM Program optimizing use of its resources.

c. Identifies medically high risk and socially fragile patients throughout the healthcare continuum, for the initiation of a multidisciplinary/multi service approach to the plan of care.

d. Assesses the biological, psychological, social and educational readiness of the patient and family regarding individualized self-care and home care needs.

e. Collaborates and consults with existing programs and departments to ensure appropriate resource utilization. Participates in multidisciplinary team meetings. Controls duplication and fragmentation of care.

f. Develops, implements and monitors patient progression through specific clinical guidelines. Assesses and monitors variances from established and accepted guidelines; initiates corrective actions as indicated.

g. Ensures command cost containment/avoidance through proper utilization of available resources and timely assessment of patient response to involvement in the CM program.

h. Evaluates patient indicators (diagnosis, complications, cost, etc.) against specified criteria to determine appropriateness of care.

i. Coordinates a multi-service, collaborative ~~approach to patient's health needs across the continuum~~ (hospital, home, ambulatory care setting and community extended care facility). Ensures the development of a multi-disciplinary treatment plan to include preventative, therapeutic, rehabilitative and psychosocial interventions to ensure continuity of care towards the goal of optimal wellness.

j. Serves as staff and patient liaison to coordinate an on-going plan of care, offering clinical expertise and/or psychosocial support.

k. Develops mechanisms to evaluate the patient, family and provider satisfaction and use of resources and services in a quality-conscious, cost-effective manner.

l. Assists in the design and implementation of systems to increase staff involvement with case management. Facilitates clinical guidelines in collaboration with the multidisciplinary team.

m. Ensures division networking with the community for the purpose of establishing collaborative, proactive, and evidence-based approaches to case management improvement.

n. Acts as consultant to all disciplines regarding CM and related issues. Provides orientation and ongoing education specific to the CM program and clinical guidelines.

o. Documents case management activity in established documentation system.

p. Utilizes automated computer systems.

**C. CLASSIFICATION FACTORS:**

**1. KNOWLEDGE AND SKILLS**

a. Thorough knowledge of case management concepts/strategies, modalities of healthcare, development of critical care pathways.

b. Broad knowledge of principles of health promotion, disease management, patient education, and psychological health.

c. Possesses a comprehensive knowledge base of disease entities, conditions, and therapeutic measures common to designated patient populations.

d. Knowledge of policies and procedures of regulatory authorities such as BUMED, Navy, DOD, JCAHO, Medical Inspector General.

e. Knowledge of HIPAA and its implication on patient care.

f. Knowledge of scope of practice for various members of healthcare team (e.g., physician, nurse, social worker etc.).

g. Effectively communicate (verbal and written) in a clear and concise manner.

h. Demonstrate comprehensive nursing knowledge, both clinical and theoretical at the advanced practice level.

i. Ability to prepare and conduct training sessions for educating all levels of healthcare staff in the policies and procedures of Case Management at NMCSO.

j. Knowledge of military healthcare goals and objectives.

k. Knowledge of the TRICARE program and applicable policies.

l. Knowledge of automated computer systems to include but not limited to: Composite Health Care System (CHCS), Canopy, Microsoft (current version).

## **2. SUPERVISORY CONTROLS**

a. Responsible to the Head, Utilization Management Department, Naval Medical Center San Diego.

## **3. GUIDELINES**

The guidelines used for performing the work include but are not limited to:

- a. DOD, SECNAV, BUMED, and NMCSO Instructions
- b. DOD MHS Optimization plan
- c. DOD Population Improvement Policy & Guide
- d. BUMED Medical Management Guide
- e. NMCSO Utilization Management plan
- f. JCAHO Accreditation Manual for Hospitals
- g. All applicable federal, state, and local laws/regulations/standards
- h. CMSA Standards of Practice

## **4. COMPLEXITY**

a. The work includes a variety of duties and functions ranging from consultant and collaborator within a

multi-disciplinary team to identifying various issues and circumstances, which will effect delivery of medical care.

b. The work requires the performance of a full range of comprehensive advanced nursing care activities. Coordination of care both in ambulatory and inpatient arena is a key element in this role. The CM must recognize and respond appropriately to a variety of health care needs, carefully individualizing the plan of care to meet the unique needs of the beneficiary.

c. Requires consideration of the immediate sequential and long-range effects, both direct and indirect of proposed actions on beneficiaries, other commands, and government healthcare programs. The evaluation studies often require new ways to measure accomplishments, results and effectiveness.

d. The work requires leadership skills to successfully lead a team of multi disciplinary health care providers to develop and execute a safe, effective, patient centered, efficient, equitable plan of care for assigned beneficiary population.

## **5. SCOPE AND EFFECT**

Activities of the Case Manager have a direct effect on the accomplishment of the mission of the MTF, the Active Duty Service Member's (ADSM) command and the United States Navy. Decisions relating to divisional functioning and serving as an advocate for the individualized needs of the beneficiaries. Integrating advanced practice, knowledge and clinical expertise, the CM guides the efficient utilization of available health care resources working closely with the multidisciplinary team.

## **6. PERSONAL CONTACTS**

Contacts are with the patients, families, MTF Staff, various levels of ADSM's command personnel, community medical personnel and other agencies.

## **7. PURPOSE OF CONTACTS**

The purpose of contacts is patient-centered to assess, support, recommend, instruct, exchange, and obtain

information related to the care continuum. Contacts require tact and diplomacy.

#### 8. PHYSICAL DEMANDS

The work requires a moderate amount of walking as well as sitting and typing at a computer station. Additionally, there is some standing and carrying light objects such as patient medical records.

#### 9. WORK ENVIRONMENT

The work is performed in both a hospital and ambulatory care setting where there will be some exposure to contagious diseases, radiation, infections and mechanical, electrical and chemical hazards. There is also a potential for biomedical hazards such as carpal tunnel syndrome.

REVIEWED:

\_\_\_\_\_  
Incumbent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Head  
Utilization Management

\_\_\_\_\_  
Date